WHITE PAPER

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CONTENTS

Installation and Upgrade Procedures for the A1000 All-In-One on the Microsoft Windows XP Operating Systems

ABSTRACT

This paper outlines the steps required for installing the Compaq A1000 All-In-One Multifunction Peripheral on the Microsoft Windows XP operating systems. Installation and upgrade scenarios described include:

■ *Installation of an A1000 All-In-One on a new Microsoft Windows XP Home Edition or Professional system.*

■ *Upgrade of a system from Microsoft Windows 98 or Me to Microsoft Windows XP Home Edition with an A1000 All-In-One previously installed.*

■ *Upgrade of a system from Microsoft Windows 2000 to Microsoft Windows XP Professional with an A1000 All-In-One previously installed.*

INTRODUCTION

Microsoft has recently introduced the Windows XP series of operating systems. While these new operating systems represent a significant step forward in stability and interoperability for you community, there are some specific actions required to ensure your peripheral devices are compatible with the new operating systems.

This white paper describes the steps a user must follow to successfully install their A1000 on Microsoft Windows XP Home Edition of Professional. In addition to new installations, this white paper also details procedures for upgrading your operating system from Windows 98, Me or 2000 to Windows XP Home Edition or Professional with an A1000 already installed.

The scope of this white paper is limited specifically to the steps required to make the A1000 All-In-One function properly under Windows XP. Please refer to your other system or operating system documentation for more information on Windows XP, upgrade procedures and specific system requirements.
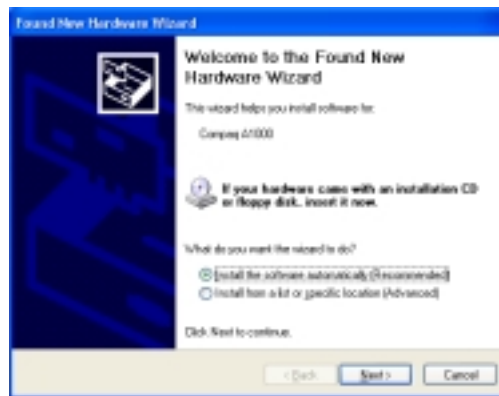
COMPAQ

QuICK STEPS:

I NSTALLATION OF AN **A1000** A LL-I N-O NE ON A NEW **M ICROSOFT** **W INDOWS** **XP** H OME E DITION OR P ROFESSIONAL S YSTEM

This situation is very similar to the normal installation procedure, and you should follow the steps outlined on the Quick Setup Poster included with the A1000, with one exception. The drivers included on the A1000 driver CD (part numbers 164031-001 through -004) are not compatible with Windows XP, and you must download Softpaq SP15246 as outlined below. The Softpaq should be used in place of the driver CD during installation. Assuming the paper and cartridges have already been installed and aligned, please follow these steps:

Quick Steps:

1. Connect the A1000 to your PC

2. When Add New Hardware wizard appears press **Cancel**.

3. Download Softpaq SP15246 from www.compaq.com/support

4. Run the Softpaq and follow the instructions on your screen.

1. Connect power and USB cables to the A1000

2. On the computer, Windows XP will display the Add New Hardware dialog box as shown below. Press **Cancel.**

3. The A1000 driver CD does not contain compatible drivers for Windows XP, so you must connect to the internet and download Softpaq SP15246.

    *   In your internet browser, go to www.compaq.com/support and select *Software & Drivers*.

    *   In the *Monitors & Printers* section select *A Series Printers*.

    *   In the box next to *Enter Softpaq Number* type 15246 and press **Enter**.

    *   Note: this Softpaq is very large and could take a significant amount of time to download, especially with a dialup connection.

4. After Softpaq SP15246 has been downloaded to your hard drive, launch the file to begin the process of installing drivers for your A1000 which are compatible with Windows XP.

5. Follow the instructions on the screen to install the drivers and bundled applications, and at the end of the installation restart your computer. After your computer has restarted, an icon similar to the one shown below appears in the system tray and indicates that your PC is in communication with the A1000. The installation is now complete.

A1000, Windows XP, Upgrade

Quick Steps:

1. After upgrade click **OK** on the A1000 Notice message if it appears.

2. When Add New Hardware wizard appears press **Cancel**.

3. Uninstall the A1000 printer driver and bundled applications by using **Add or Remove Programs** in **Control Panel**.

4. Download Softpaq SP15246 from www.compaq.com/support

5. Run the Softpaq and follow the instructions on your screen.

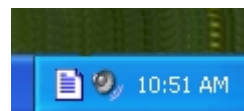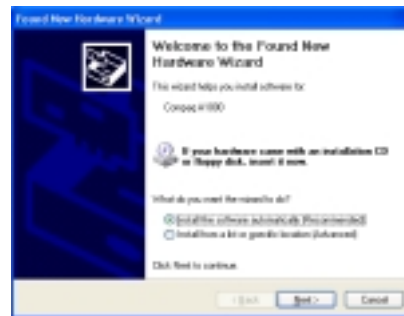## UPGRADE FROM WINDOWS ME OR 98 TO XP HOME EDITION WITH AN A1000 ALREADY INSTALLED

This scenario assumes that you are upgrading from Windows 98 or Me to Windows XP Home Edition. In this case the A1000 has already been installed on Windows 98 or Me and the operating system upgrade was begun without first uninstalling the A1000. The drivers on the A1000 driver CD (part numbers 164031-001 through -004) are not compatible with Windows XP, and you must download Softpaq SP15246 as outlined below. The following steps should be completed:

1. After the OS upgrade to Windows XP Home Edition has been completed, the following message may appear as Windows attempts to start for the first time. Select OK to continue.
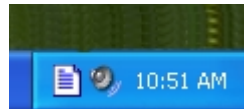

2. Next, Windows XP will detect the presence of the A1000 and launch the Add New Hardware wizard. Click **Cancel** when this screen appears.

3. At this point the drivers for the A1000 need to be upgraded to a version which supports Windows XP. The existing drivers for the A1000 must be uninstalled before proceeding. It is not necessary to unplug the power or USB cables from the A1000 before uninstalling the drivers.

   - In Windows XP, select **Start > Control Panel > Add/Remove Programs**.

   - Once the list of installed applications appears, select "**Compaq A1000 All-In-One**" and click **Change/Remove**.

   - Make sure to select "**Remove All**" to remove the drivers and any bundled applications for the A1000.

A1000, Windows XP, Upgrade

4. The A1000 driver CD does not contain compatible drivers for Windows XP, so you must connect to the internet and download Softpaq SP15246.

- In your internet browser, go to www.compaq.com/support and select *Software & Drivers*.

- In the *Monitors & Printers* section select *A Series Printers*.

- In the box next to *Enter Softpaq Number* type 15246 and press **Enter**.

- Note: this Softpaq is very large and could take a significant amount of time to download, especially with a dialup connection.

5. After Softpaq SP15246 has been downloaded to your hard drive, launch the file to begin the process of installing drivers for your A1000 which are compatible with Windows XP.

6. Follow the instructions on the screen to install the drivers and bundled applications, and at the end of the installation restart your computer. After your computer has restarted, an icon similar to the one shown below appears in the system tray and indicates that your PC is in communication with the A1000. The installation is now complete.

A1000, Windows XP, Upgrade

UPGRADE FROM WINDOWS 2000 TO XP PROFESSIONAL WITH AN A1000 ALREADY INSTALLED

Quick Steps:

1. After upgrade click **OK** on the A1000 Notice message if it appears.

2. When Add New Hardware wizard appears press **Cancel**.

3. Uninstall the A1000 printer driver and bundled applications by using **Add or Remove Programs** in **Control Panel**.

4. Download Softpaq SP15246 from www.compaq.com/support

5. Run the Softpaq and follow the instructions on your screen.

This scenario assumes that you are upgrading from Windows 2000 to Windows XP Professional. In this case the A1000 has already been installed on Windows 2000 and the operating system upgrade was begun without first uninstalling the A1000. The drivers included on the A1000 driver CD (part numbers 164031-001 through -004) are not compatible with Windows XP, and you must download Softpaq SP15246 as outlined below. The following steps should be completed:

1. After the OS upgrade to Windows XP Professional has been completed, the following message may appear as Windows attempts to start for the first time. Select OK to continue.

2. Next, Windows XP will detect the presence of the A1000 and launch the Add New Hardware wizard. Click **Cancel** when this screen appears.
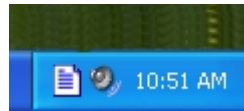

3. At this point the drivers for the A1000 need to be upgraded to a version which supports Windows XP. The existing drivers for the A1000 must be uninstalled before proceeding. It is not necessary to unplug the power or USB cables from the A1000 before uninstalling the drivers.

    *   In Windows XP, select **Start > Control Panel > Add/Remove Programs**.

    *   Once the list of installed applications appears, select "**Compaq A1000 All-In-One**" and click **Change/Remove**.

    *   Make sure to select "**Remove All**" to remove the drivers and any bundled applications for the A1000.

A1000, Windows XP, Upgrade

4. The A1000 driver CD does not contain compatible drivers for Windows XP, so you must connect to the internet and download Softpaq SP15246.

    - In your internet browser, go to www.compaq.com/support and select *Software & Drivers*.

    - In the *Monitors & Printers* section select *A Series Printers*.

    - In the box next to *Enter Softpaq Number* type 15246 and press **Enter**.

    - Note: this Softpaq is very large and could take a significant amount of time to download, especially with a dialup connection.

5. After Softpaq SP15246 has been downloaded to your hard drive, launch the file to begin the process of installing drivers for your A1000 which are compatible with Windows XP.

6. Follow the instructions on the screen to install the drivers and bundled applications, and at the end of the installation restart your computer. After your computer has restarted, an icon similar to the one shown below appears in the system tray and indicates that your PC is in communication with the A1000. The installation is now complete.

Notice

The information in this publication is subject to change without notice.

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North America First Edition (October 2001)

A1000, Windows XP, Upgrade